Dell™ LCD TV
Owner's Manual

Model W3202MC and W3706MC

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Notes, Notices, and Cautions

NOTE: A NOTE indicates important information that helps you make better use of your TV.

NOTICE: A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

CAUTION: A CAUTION indicates a potential for property damage, personal injury, or death.

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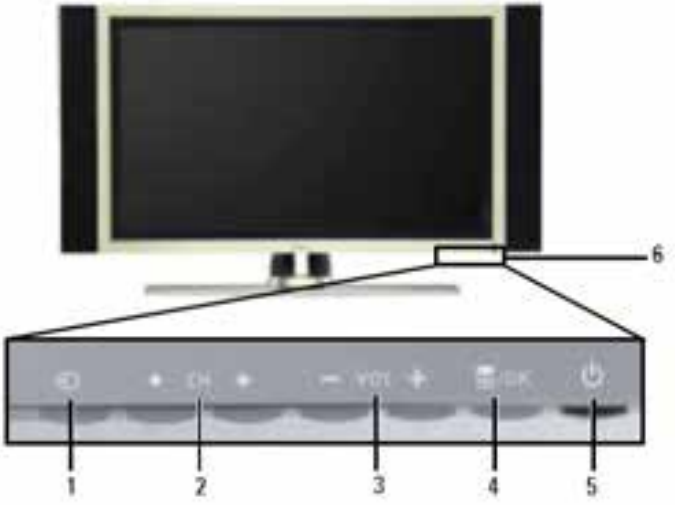
About Your TV

Front View



1		Input Source button	Push to display the Input Select menu
2	◆ CH ◆	Channel up/down button	Push to select the previous/next channel or navigate through the TV Menu
3	− VOL +	Volume up/down button	Push to increase/decrease the volume or to select an TV Menu option
4	/OK	Menu/OK button	Push to display the TV Menu or to confirm your selection
5		Power button and light (LED)	Push to turn the TV on and off The power light is blue when the TV is on and amber when it is in power saving mode
6		IR receiver	Senses the signal from the remote control

Left View

1	S-Video connector	Connect devices such as a video game system, a digital camera, or a DVD player
2	Composite video connector	Connect devices such as a VCR or DVD player
3	Audio connector (Left)	Use this connector if you have connected a device to the composite video connector or the S-Video connector
4	Audio connector (Right)	Use this connector if you have connected a device to the composite video connector or the S-Video connector

Bottom View

1	TV Speaker out connectors	Connect speakers
2	RS232 connector	For factory use only
3	CI Card slot	Insert CI module for conditional access
4	TV IN connector (Digital/Analog)	Connect an antenna or a cable TV box using the coaxial cable
5	Coaxial digital audio out connector	Connect an optional audio decoder or audio/video receiver when using Digital TV
6	HDMI IN connector	Connect devices such as a DVD player or set-top box
7	PC Audio connector for VGA or DVI	Connect the audio cable from your computer, DVD player or Set-top box to the TV
8	VGA connector	Connect to the VGA cable from your computer to the TV
9	DVI connector	Connect your computer or video devices such as a DVD player
10	Audio-out connectors (L/R)	Connect devices such as a stereo speaker or Hi-Fi equipment if you have connected an antenna or cable TV through the TV IN connector
11	Subwoofer audio out connector (SUB)	Connect an optional powered subwoofer to the TV
12	Component audio and video connectors (AV3 IN)	Connect devices such as a DVD player, set-top box, or cable TV box

13	Composite video and audio connectors (AV1 IN)	Connect devices such as a VCR or DVD player
14	S-Video and audio connectors (AV2 IN)	Connect devices such as a video game system or a DVD player
15	SCART 1 connector	Connect devices such as a DVD player or VCR. The SCART connector supports RGB in, composite video in, composite video out, stereo audio in and stereo audio out.
16	SCART 2 connector	Connect devices such as a DVD player or VCR. The SCART connector supports Y/C in, composite video in, composite video out, stereo audio in and stereo audio out.
17	Power connector	Connect your power cord

Package Contents

NOTE: If you need additional cables, contact Dell.

Remote control

AAA batteries (3)

Antenna (coaxial) cable

SCART cable

Speakers

* To connect speakers to your TV, see "Connecting Your Speakers" on page 19.

Documentation

Caring for Your TV

CAUTION: Only a licensed technician should service the TV. Do not disassemble the TV.

CAUTION: Before cleaning the TV, unplug it from the electrical outlet.

- To clean the surface of the panel, lightly dampen a soft, clean, lint-free cloth with water.
- To clean the TV cabinet, use a cloth lightly dampened with a mild detergent.
- Do not use chemicals such as benzene, thinner, ammonia, or any type of abrasive cleaner.
- Do not use compressed air to clean the TV.

2

Setting Up Your TV

CAUTION: Before you begin any of the setup procedures described in this section, follow the basic safety instructions located in the *Product Information Guide*.

Proper Location for Your TV

Consider the following environmental factors when you are deciding where to put your TV:

- Ensure you allow adequate ventilation.
- Do not store or use the TV in locations that are exposed to high heat, high humidity, dusty environment, direct sunlight, or extreme cold.
- Avoid moving the TV between locations with extreme temperature differences. For more information, see **Specifications** on page 43.
- Do not subject the TV to severe vibration or high impact conditions. Do not place the TV inside a car trunk.
- Do not place the TV in a location where water or other liquids could spill on or into the TV.

Connecting Your TV

The tables below provide a description of the connectors on your TV to help you decide which connectors to use for your various video devices.

NOTE: Before you connect your TV, ensure you have all the proper cables. Some cables may come with the device you are connecting. For a list of cables that came with your TV, see Package Contents on page 8. To order additional cables, contact Dell.

Connecting Your Cable TV Box or Antenna

Quality	Cable and Connector	When to Use
Good	Coaxial cable / TV IN	Coaxial (RF) cable carries the analog/digital video and audio signal from the antenna or cable connector to your TV. The coaxial connector is labeled TV IN (Digital/Analog). To locate the TV IN connector, see "Bottom View" on page 7.

Connecting Your Video Devices

Quality	Cable and Connector	When to Use
Good	Composite cable / AV1 IN (Bottom) Video, Left, Right (Left)	The composite connector carries the video signal through a single pin. If you are using a composite video connector, you also need to connect composite audio cables. To locate the composite connectors, see "Left View" on page 6 and "Bottom View" on page 7.

Quality	Cable and Connector	When to Use
Better	S-Video cable / AV2 IN (Bottom) S-Video, Left, Right (Left) 	The S-Video connector splits the video signal into two signals, black-and-white and color. If you are using the S-Video connector, you also need to connect the audio cables. To locate the S-Video connectors, see "**Left View**" on page 6 and "**Bottom View**" on page 7.
Best	Component (YPbPr) cable / AV3 IN 	The component connectors split the video signal into three signals, two color and one black-and-white. If you are using the component connectors, you also need to connect the audio cables. To locate the component connectors, see "Bottom View" on page 7.
Excellent	HDMI cable / HDMI IN 	HDMI (High Definition Multimedia Interface) assures that the best video signal is always sent from source (HDTV signal, DVD player) to the TV. This is achieved by allowing uncompressed video and multi-channel audio data to be sent to the display device through a single cable. To locate the connector, see "Bottom View" on page 7.

Using the TV IN Connector (Coaxial)

1. Turn off the TV and unplug the power cord.
2. Connect the coaxial cable to the TV IN connector on the TV.
3. Plug in the power cord for the TV and turn on the TV.
4. Enter the TV Menu and select TV or Digital TV. See "Input Select" on page 28 for more information.

Using the Composite Connector

1. Turn off the TV and unplug the power cord.

NOTE: If you are connecting a device that you want to be able to remove, such as a video game system or a camcorder, use the composite connector on the left side of the TV (see "Left View" on page 6).

2. Connect your device to the TV using the audio and video cable.
3. Plug in the power cords for the TV and devices and turn them on.
4. Enter the TV Menu and select AV1 (Composite 1) or AV4 (Composite 2). See "Input Select" on page 28 for more information.

Using the S-Video Connector

1 Turn off the TV and unplug the power cord.

NOTE: If you are connecting a device that you want to be able to remove, such as a video game system, or a camera, use the S-Video connector on the left side of the TV (see "Left View" on page 6).

2 Connect your device using the S-Video and audio cables.

3 Plug in the power cords for the TV and devices and turn them on.

4 Enter the TV Menu and select AV2 (S-Video 1) or AV5 (S-Video 2). See "Input Select" on page 28 for more information.

Using the Component Connectors

1 Turn off the TV and unplug the power cord.

2 Connect your device using the component video and audio cables.

3 Plug in the power cords for the TV and devices and turn them on.

4 Enter the TV Menu and select the AV3 (Component). See "Input Select" on page 28 for more information.

Using the HDMI Connector

1. Turn off the TV and unplug the power cord.
2. Connect your device using the HDMI connector.
3. Plug in the power cords for the TV and devices and turn them on.
4. Enter the TV Menu and select the **HDMI**. See "Input Select" on page 28 for more information.

Using the DVI Connector

NOTE: Only one connector can be used for a computer, either VGA or DVI.

Connecting a Computer

1. Turn off the TV and unplug the power cord.
2. Connect the white DVI cable and the audio cables to the device or computer and to the TV.

NOTE: Some cable TV boxes may have DVI connectors, but do not support using a DVI connection. For more information, contact your cable TV company.

3 Plug in the power cords for the TV and devices and turn them on.

4 Enter the TV Menu and select DVI. See "Input Select" on page 28 for more information.

Using the VGA Connector

NOTE: Only one connector can be used for a computer, either VGA or DVI.

1 Turn off the TV and unplug the power cord.

2 Connect the blue VGA cable to your TV and to your computer.

3 Connect the green audio cable to the connector on the TV and to your computer.

4 Plug in the power cords for the TV and devices and turn them on.

5 Enter the TV Menu and select the VGA. See "Input Select" on page 28 for more information.

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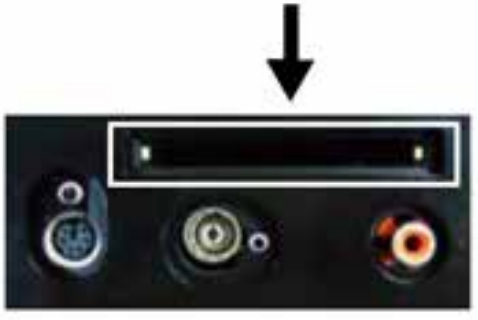
Using the SCART Connector

1. Turn off the TV and unplug the power cord.
2. Connect your device using the SCART cable.
3. Plug in the power cords for the TV and devices and turn them on.
4. Enter the TV Menu and select the SCART1 or SCART2. See "Input Select" on page 28 for more information.

Using the CI Card Slot

Insert CI module into the CI card slot for watching TV programmes from Service Provider.



Connecting Your Speakers

⚠ **CAUTION: Before you set up and operate your Dell™ device, read and follow the safety instructions in the *Product Information Guide*.**

List of standard accessories

- speaker (2)
- stand (2)
- bracket (4)
- screw (2)
- speaker cable (2)

Installing your speakers to the stand

1. Insert the stand into the bottom hole of the speaker.
2. Tighten the screw on the speaker.

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Installing your speakers to the TV

1. Loosely attach the brackets to the speakers.
2. Attach the brackets to the TV and tighten the screws.
3. Tighten the screws on the speaker.

NOTE: You may use a screwdriver to ensure all screws are completely tightened.

Connecting the speaker cables to the speaker and the TV

1. Connect one end of the speaker cables to the matching connectors on the back of the speaker.
2. Connect the other end of the speaker cables to the matching connectors on the back of the TV.

W3202MC

W3202MC

W3706MC

W3706MC

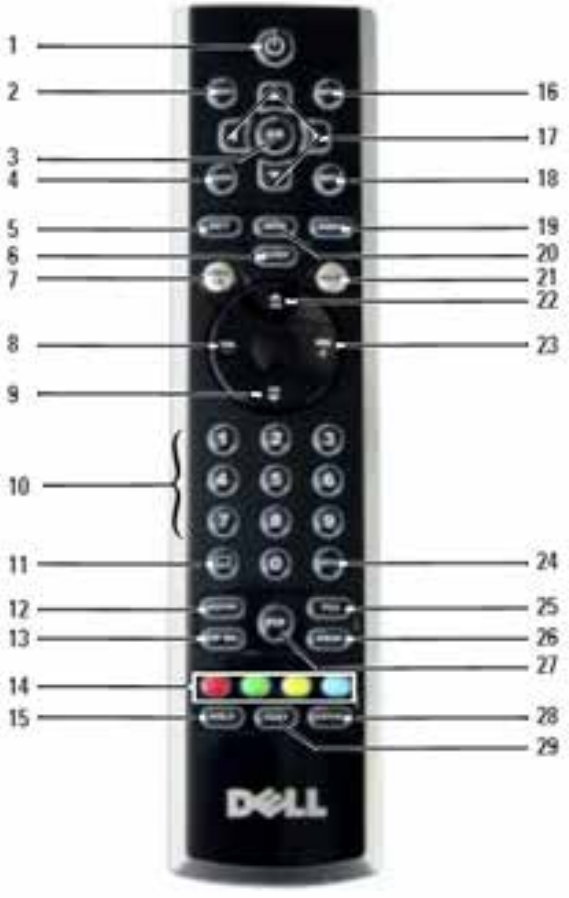
Using Your Remote Control

Installing Batteries

Before you can use your remote control, install three-AAA batteries.

1. Slide open the battery cover.
2. Install the batteries. Make sure that you match the + and - on the batteries with the + and - symbols in the battery compartment.
3. Replace the battery cover.

Using Your Remote Control



1	Power	Turns the TV on and off
2	MENU	Enters and exits the TV main menu
3	OK	Press to confirm your selection
4	GUIDE	Displays an electronic program guide when using **Digital TV (Digital/Analog connector)** **NOTE:** Content may vary depending on the broadcaster.
5	PICT	Cycles through the preset options for the **Picture Settings** menu
6	SLEEP	Turns on the sleep timer
7	PREV CH	Returns you to the previously viewed channel
8	Vol -	Decreases the volume
9	CH down	Push to view the previous channel
10	Number buttons	Press to select a channel
11	- (dash)	Press to select the sub-title of the Digital TV
12	POP/PBP	Enters and exits POP or PBP mode
13	PIP SEL	Toggles between windows when you use Picture-in-Picture (PIP), Picture-Outside-Picture (POP), or Picture-By-Picture (PBP)
14	Teletext buttons	The four standard teletext buttons (Red,Green,Yellow,Blue) **NOTE:** Press Green key to display the **Sound Track** when using **Digital TV**.
15	HOLD	A multi-page set automatically flips to the next page after a specified time. This button toggles between: • Freeze the page • Return to automatic flipping mode
16	INPUT	Enters the **Input Select** menu
17	Arrow buttons	In the TV Menu, use to navigate through the menus
18	INFO	Displays information about your TV and channel you are watching
19	AUDIO	Cycles through the preset **Audio** options
20	WIDE	Cycles through the size (aspect ratio) options from the **Picture Settings** menu
21	MUTE	Press to turn the sound on and off
22	CH up	Push to view the next channel

23	Vol +	Increases the volume
24	ENTER	Press to confirm the channel frequency entry
25	POS	Press to change the position of the PIP, POP, or PBP window
26	SWAP	Swaps images when using PIP, or PBP
27	PIP	Enters and exits PIP mode
28	EXPAND	Cycles through three enlargement modes: • Top half of page in larger letters. • Bottom half of page larger letters. • Regular viewing
29	TEXT	Cycles through three Teletext modes: • On • Mix (Teletext and program simultaneously) • Off

Using Your TV With a Universal or Learning Remote Control

Preprogrammed universal remote controls can be programmed to control the following functions on your Dell TV:

- Power
- Channel Up (+)
- Channel Down (-)
- Volume Up (+)
- Volume Down (-)
- Mute
- Input Select

NOTE: Future preprogrammed universal remote controls may be able to control more functions.

You can program universal remote controls to work with your Dell TV in the following ways:

- If the remote control manual lists codes by manufacturer, use the Philips codes.
- If the remote control has a search function, this function may be used to find the correct code.
- If the remote control has a learning function, you can program specific buttons on it from the Dell remote control, in addition to those buttons listed above.

NOTE: For additional information, see the documentation that came with your universal or learning remote control.

Using the TV Menu

Your TV has the TV Menu that allows you to select the proper input source, make adjustments to the image and audio settings, select to view Picture-In-Picture, Picture-Outside-Picture, and Picture-By-Picture, and set parental controls.

Using Your Remote Control With the TV Menu

NOTE: You can access and make selections to the TV Menu using the volume and channel buttons on the front panel of the TV or you can use the remote control. Except where noted, this section describes how to use the TV Menu with the remote control.

1 To enter the TV Menu, press the Menu button.

Eight icons appear along the bottom of the screen.

NOTE: **Parental Control** icon is displayed only when the Input Source is Digital TV.

2 Use the left and right buttons to move between the icons. The icon appears highlighted as you move through the menu.

3 To select an option, push the OK button when the icon is highlighted.

4 A new menu appears for that selected option. Use the up and down buttons to move through the various settings.

NOTE: A red arrow appears next to the setting as you navigate through the options. A check mark appears next to the option that you have selected.

5 Use the left and right buttons and the OK button to adjust or select settings.

NOTE: You can select **Exit** or press the **Menu** button at any time to return to the main menu.

6 After you have made your selections, push the Menu button to return to the main menu.

7 To exit the TV Menu, select the Exit icon and press OK button.

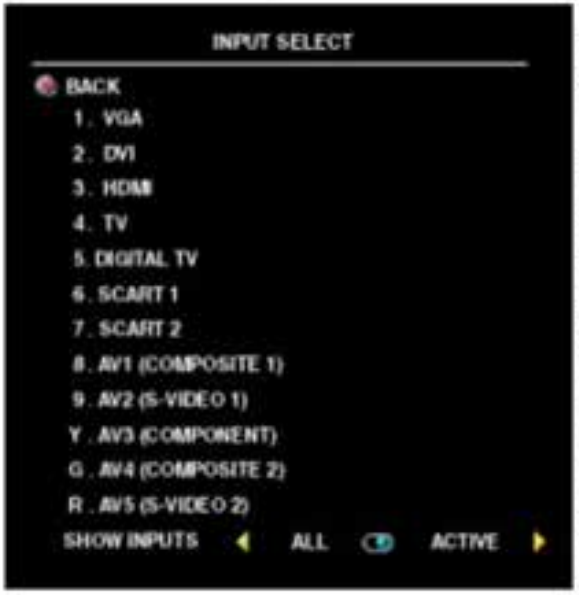
Selecting Your TV Menu Language

1. Press Menu to enter the TV Menu.
2. Select Setup.
3. In the Setup menu, select Language and scroll to select the language that you want the TV Menu to appear in.

Input Select

The Input Select menu allows you to select the proper source based on how you have your TV and video equipment connected. Press Input on the remote to go directly to the Input Select menu. You can also press Menu and select Input Select from the main menu.

If you are using the TV or Digital TV input source, you can preset the viewable channels. Go to the Main Menu, select Setup, select Channel Setup, and then select Auto Search or Manual Search.



VGA — Select when you have your computer connected to the VGA connector. See "Bottom View" on page 7 for the location of the VGA connector.

DVI — Select when your TV is being used as a computer monitor and you have connected the computer or when you have connected a device, such as a DVD player using the DVI cable. See "Bottom View" on page 7 for the location of the DVI connector.

HDMI — Select when you have connected a device, such as a DVD player using the HDMI connector. See "Bottom View" on page 7 for the location of the HDMI connector.

TV — Select when you have your antenna connected to the TV IN connector. See "Bottom View" on page 7 for the location of the TV IN connector.

DIGITAL TV — Select when you have your antenna connected to the TV IN connector. See "Bottom View" on page 7 for the location of the TV IN connector.

SCART 1 and SCART 2 — Select when you have a video device, such as a DVD player, connected to the SCART connectors on the bottom of the TV. See "Bottom View" on page 7 for the location of the SCART connectors.

AV1 (COMPOSITE 1) — Select when you have a video device, such as a video game system, connected to the composite video and audio connectors on the bottom of the TV. See "**Bottom View**" on page 7 for the location of the composite video and audio connectors (**AV1 IN**).

AV2 (S-VIDEO 1) — Select when you have a video device, such as a VCR, connected to the S-Video and audio connectors on the bottom of the TV. See "**Bottom View**" on page 7 for the location of the S-Video and audio connectors (**AV2 IN**).

AV3 (COMPONENT) — Select when you have a video device, such as a DVD player, set-top box, or cable TV box connected to the component audio and video connectors on the bottom of the TV. See "**Bottom View**" on page 7 for the location of the component audio and video connectors (**AV3 IN**).

AV4 (COMPOSITE 2) — Select when you have a video device, such as a video game system, connected to the composite video and audio connectors on the side of the TV. See "**Left View**" on page 6 for the location of the composite video and audio connectors (**Video, Left, Right**).

AV5 (S-VIDEO 2) — Select when you have a video device, such as a VCR, connected to the S-Video and audio connectors on the side of the TV. See "**Left View**" on page 6 for the location of the S-Video and audio connectors (**S-Video, Left, Right**).

SHOW INPUTS — **Show Inputs** allows you to select **Active** and **All**. **Active** searches for which connectors are being used. The available input sources appear in white and input sources that are not available appear in grey. **All** shows all the input sources and allows you to select all the input sources even if you do not have a device connected.

NOTE: In **TV Menu Settings**, located in the **Setup** menu, you can set the **Input Select** to display the device that you have attached. For example, **AV3 (COMPONENT)** would say DVD when you view the **Input Select** menu.

Picture Settings

The Picture Settings allow you to adjust the appearance of the image including color and brightness.

If you select one of the following preset image settings the individual settings are automatically updated.

- Movies
- Sports
- Weak Signal
- Multimedia

If you select Personal, you can adjust the individual settings, such as Brightness and Color.

The Color Temperature presets are:

- Natural: the native panel temperature
- Normal: 6500K
- Blue: 9300K
- Red: 5700K

Use Horizontal Shift to adjust the horizontal placement of the image.

Audio Settings

The Audio Settings allow you to set the audio to best fit the type of show you are watching.

SRS TruSurround XT — Delivers virtual surround sound over two speakers from any source, which creates a wider sound with deep rich bass.

Midnight Mode — Evens out the large volume variations between voice and action scenes.

If you select one of the following preset Equalizer Mode settings, the individual audio levels are automatically updated:

- Music
- Theater
- Voice

If you select **Personal**, you can adjust the individual audio levels, such as **Treble**, **Bass** and **Balance**.

TV Out Volume — Select **Fixed** if you want to adjust the volume using the remote or volume control on an attached audio receiver. Select **Variable** if you want to adjust the volume using the TV remote or front panel buttons. Using **Variable** adjusts the TV volume out not the volume on an attached audio receiver.

Use **Sound Mode** to select **Mono**, **Stereo**, **Dual1**, **Dual2**, **Nicam**, **Nicam-ST**, **Nicam-D1** and **Nicam-D2**.

Use **Mute** to turn the TV sound on or off and use **Speaker Out** to turn on or off the sound from the speaker.

PIP/POP/PBP

You can view two active sources simultaneously using Picture-In-Picture (PIP), Picture-Outside-Picture (POP), or Picture-By-Picture (PBP).

The remote control offers the following **PIP/POP/PBP** options:

- Use the **PIP** button or the **POP/ PBP** button on the remote control to turn on and off PIP, POP, and PBP.
- If you are in PIP, or PBP mode, use the **SWAP** button on the remote control to switch between the two windows.
- Use the **POS** button on the remote to change which corner of the screen the PIP window appears.

In the TV Menu, you can adjust the **Transparency**, the **Size**, and **H** (horizontal) and **V** (vertical) position of the **PIP** windows. When you are selecting the horizontal orientation, - moves the window left and + moves the window to the right. When you are adjusting the vertical orientation, 0 is at the top of the screen and 100 is at the bottom of the screen.

For **POP**, you can select from three different POP options:

- **POP1** — One large POP window to the left and a smaller, centered window on the right.
- **POP3** — One large POP window to the left and three smaller, vertically-aligned windows on the right.
- **POP12** — One large, centered POP window surrounded by twelve smaller windows.

POP Scan Mode allows you to select **Sequential** or **Float**. **Float** mode plays the source for selected channels that appear in the windows. **Sequential** rotates through each window and plays all of the preselected channels. The rotation runs through all the available channels before it starts again at the lowest channel.

PIP/POP/PBP Compatibility

When using PIP/POP/PBP you can select any of the input sources that appear in the PIP/POP/PBP windows. The only input sources that cannot work together are **HDMI** with **HDMI**, **DVI** with **DVI**, and **HDMI** with **DVI**.

NOTE: When using POP the sub screen can select only the TV, AV1, AV2, AV4 and AV5 input sources.

Size

Size allows you to adjust the appearance of the image.

Use the following settings to adjust the aspect ratio:

Standard — Best selection for viewing digital TV, 16:9 or 22:9 DVD movies.

Zoom — Best selection for viewing TV, VCR or 4:3 DVD movie.

4:3 Aspect Ratio — Best selection for viewing TV, VCR or 4:3 DVD movie.

Wide — Best selection for viewing digital TV, 16:9 and 22:9 DVD movies.

Full Screen — Best selection for viewing digital TV or 16:9 DVD movies.

NOTE: Most DVDs have information about the supported aspect ratio on the case.

Parental Control

NOTE: Parental Control menu is displayed only when the Input Source is Digital TV.

Parental Control allows you to block certain channels or programs so children cannot view programs that are not age appropriate.

To enter the Parental Control menu, you need an access code. The first time you enter, use access code 3355. "Setting an Access Code" on page 33 for information on creating a new access code.

You can set the following options to block content in the **DTV Rating** menu :

- Block All — Blocks your all channels
- 7, 12, 15, and 18 — Blocks movies based on their age rating
- Show All — Shows your all channels

Setting an Access Code

After you enter the Parental Control menu for the first time, you can set your own four-digit access code. If for any reason you lose or forget your access code, you can use the default code.

1. In the Parental Control menu, select Change Code.
2. Using the number pad on the remote control, enter a new access code.
3. Select Exit.

Setup

Setup allows you to adjust the appearance of the TV Menu, change the language of the TV Menu (see "Selecting Your TV Menu Language" on page 28), and to restore factory settings.

In the TV Menu Settings menu, use OSD Hold Time to increase or decrease the amount of time the TV Menu appears.The maximum amount of time is 60 seconds.

You can select TV Button lock to lock the buttons on the bottom panel. When this option is enabled, only the power button functions. Hold the volume up and the channel up buttons together for 10 seconds to unlock the buttons.

Channel Setup allows you to adjust the settings for individual channels and preset the viewable channels. Select Auto Search or Manual Search to search the viewable channels. While searching the channels, press the Menu or OK button on the remote control to stop the searching. Select Program Table to edit the channels.

If you are using the TV IN connector, you need to preset the viewable channels for both the Digital TV and the TV input source.

Sleep Timer allows you to select an increment of time after which the TV turns off automatically. You can select from 10 minutes to 3 hours.

Common Interface allows you to view the current status of your CI module. The displayed information about each Common Interface may differ depending on the Common Interface type.

5

Troubleshooting Your TV

CAUTION: If at any time you see smoke or sparks coming from your TV, contact Dell. Do not try to perform any troubleshooting steps.

Troubleshooting Tips

NOTE: Some problems may be related to your device. See the documentation for any devices connected to your TV.

Most problems with your TV may be caused by not having the correct input selection. Each connector on the TV (left and bottom) is associated with an input selection, which are labeled **AV1** through **AV5** in the **Input Select** menu.

- **AV1 (Composite 1)** — Composite connector on the bottom of the TV
- **AV2 (S-Video 1)** — S-Video connector on the bottom of the TV
- **AV3 (Component)** — Component connector on the bottom of the TV
- **AV4 (Composite 2)** — Composite connector on the left of the TV
- **AV5 (S-Video 2)** — S-Video connector on the left of the TV

You can also select the following input:

- **TV** — TV IN connector on the bottom of the TV
- **DIGITAL TV** — TV IN connector on the bottom of the TV
- **VGA** — VGA connector on the bottom of the TV
- **DVI** — DVI connector on the bottom of the TV
- **HDMI** — HDMI connectors on the bottom of the TV
- **SCART1** — SCART connector on the bottom of the TV
- **SCART2** — SCART connector on the bottom of the TV

General Problems

Problem	Possible Solution
Poor picture quality while watching TV and using a device such as a DVD player or a VCR	**1** Check the aspect ratio settings in the TV Menu. Press the **Menu** button on the remote control and select **Size**. For more information on using the TV Menu, see "Using the TV Menu" on page 27. **2** Reconnect the device using the same type of connector. For example, if you are using the composite connector on the bottom, try connecting the device to the composite connector on the left of the TV. See "About Your TV" on page 5 for the location of the connectors. After you connect the device, change the input source in the TV Menu. See "Input Select" on page 28 for more information. **3** Connect the device using a different connector. For example, if you are experiencing the problem using a composite connector, try using the component connector. **NOTE:** To connect to a different connector, you need the appropriate cables for that connector. See your device documentation for a list of supported connections. After you connect the device, change the input source in the TV Menu. See "Input Select" on page 28 for more information. **4** Reset the original factory defaults. Press **Menu** button on the remote control, select **Setup**, and then select **Factory Reset**. **5** Adjust the color temperature. Press **Menu** button on the remote control, select **Picture Settings**, and then select **Color Temperature**. **NOTE:** Some set top boxes offer aspect ratio. See your device documentation for more information.

Problem	Possible Solution
Poor picture quality when using a device connected to the TV IN(coaxial) connector	**1** Ensure TV is selected as the input source in the **Input Select** menu. See "Input Select" on page 28 for more information. **2** Press **Menu** button on the remote control, select **Setup**, and then select **Channel Setup**. This resets the channels on your TV. **3** Check the aspect ratio settings in the TV Menu. Press the **Menu** button on the remote control and select **Size**. For more information on using the TV Menu, see "Using the TV Menu" on page 27. **4** Reset the original factory defaults. Press **Menu** button on the remote control, select **Setup**, and then select **Factory Reset**. **5** Adjust the color temperature. Press **Menu** button on the remote control, select **Picture Settings**, and then select **Color Temperature**. **6** The problem may be with your device, contact your service provider.
Nothing appears on my TV	**1** Ensure the TV is turned on. **2** Verify that all the cables are properly connected to the TV, including the power cable. **3** Check to see if there is a blue or amber light on the lower, right-hand corner of the TV. A blue light indicates the TV is on. An amber light, means the TV is in power save mode. **4** Ensure the proper source is selected in the **Input Select** menu. See "Input Select" on page 28 for more information. **5** Reconnect any devices that are currently connected to the TV. If you are using multiple devices, connect and test one device at a time. **6** Connect another device that you know is working properly. **7** Reset the original factory defaults. Press **Menu** button on the remote control, select **Setup**, and then select **Factory Reset**.

Problem	Possible Solution
No sound	**1** Ensure mute is not turned on. Pressing the **Mute** button on the remote control turns the mute function on and off. **2** If only certain TV channels do not have sound, then you need to correct the **Input Select** menu in the TV Menu (see "Input Select" on page 28). **3** Verify that the audio cables are firmly connected to both the audio input connectors on your TV and audio output connectors on your devices. Ensure that the cable colors match the connectors colors. **4** Also, ensure that the audio cables are connected to the same row as the video cables. See "About Your TV" on page 5 for the location of the connectors. **5** Reconnect the device using the same type of connector. For example, if you are using the composite connector on the bottom, try connecting the device to the composite connector on the left of the TV. See "About Your TV" on page 5 for the location of the connectors. After you connect the device, change the input source in the TV Menu. See "Input Select" on page 28 for more information. **6** Connect the device using a different connector. For example, if you are experiencing the problem using a composite connector, try using the component connector. **NOTE:** To connect to a different connector, you need the appropriate cables for that connector. See your device documentation for a list of supported connections. After you connect the device, change the input source in the TV Menu. See "Input Select" on page 28 for more information. **7** Test the device on a different TV. **8** If you are using PIP/POP/PBP, ensure the proper **Audio Source** is selected. Press **Menu** on your remote control, and select **PIP/POP/PBP.**
Double image or no image with DVD	Turn off the progressive scan on the DVD player. Your Dell™ TV offers built-in deinterlacer that is equal to or better quality than the deinterlacer on your DVD player. For more information about progressive scan on your DVD player, see the documentation for your DVD player
Picture is too dim or too bright	Update the color settings in the TV Menu. Press **Menu** button on the remote control and select **Picture Settings**.
The screen is not centered correctly	**1** Update the size settings in the TV Menu. Press **Menu** button on the remote control and select **Size**. **2** Reset the original factory defaults. Press **Menu** button on the remote control, select **Setup**, and then select **Factory Reset**.

Problem	Possible Solution
Screen has one or more lines	**1** Check the aspect ratio settings in the TV Menu. Press the **Menu** button on the remote control and select **Size**. For more information on using the TV Menu, see "Using the TV Menu" on page 27. **2** Ensure the proper source is selected in the **Input Select** menu. See "Input Select" on page 28 for more information. **3** Try connecting a different device. Ensure that you properly connect the cables and update the input source in the TV Menu. **4** Update the size settings in the TV Menu. Press **Menu** button on the remote control and select **Size**. **5** Reset the original factory defaults. Press **Menu** button on the remote control, select **Setup**, and then select **Factory Reset**.
The front panel buttons do not work	Check the TV Menu to see if the buttons have been locked. Press **Menu** button on your remote control, select **Setup**. Use the front panel buttons to unlock the TV Menu and front panel buttons: **1** Press the **Menu** button. A message appears stating that the TV Menu and buttons are locked. **2** While the message is on the screen, press the volume up and channel up buttons on the front panel simultaneously for 3 seconds. A message appears stating that the TV Menu and buttons are unlocked.
The picture is too small	**1** Adjust the size settings. Press **Menu** button on the remote control, and select **Size**. **2** This may be a problem with your device. See the documentation for the device.

TV Menu Messages

While using your TV, the following messages may appear.

Message	Possible Solution
Auto Adjust	No action required, the TV is performing an auto adjustment.
Out of Range	Check the optimal resolution settings. You may need to download a new video driver. For more information, go to **support.dell.com**.
No Video Input	**1** Check all cables are properly connected. **2** Ensure the proper source is selected in the **Input Select** menu. See "Input Select" on page 28 for more information.
TV Button Locked	To unlock, press **Menu** button on your remote control, select **Setup**. Use the front panel buttons to unlock the TV Menu and front panel buttons: **1** Press the **Menu** button. A message appears stating that the TV Menu and buttons are locked. **2** While the message is on the screen, press the volume up and channel up buttons on the front panel simultaneously for 10 seconds. A message appears stating that the TV Menu and buttons are unlocked.
Self Test	Appears for computer source when there is nothing plugged in. Select **VGA** or **DVI** from **Input Select** menu and nothing is plugged in. Plug a computer in to the **VGA** or **DVI**.

Remote Control Problems

Problem	Possible Solution
The TV does not respond when using the remote control	**1** Point the remote control directly at the lower right corner of the TV. Be sure that nothing is blocking the front of the TV. For the location of the IR, see "Front View" on page 5. **2** Verify that the batteries are properly installed. **3** If the batteries are old, install new batteries. **NOTE:** Bright lights or other infrared devices may interfere with your remote control and IR on the TV.

Using the Self-Test Feature when Connected to a Computer

When your computer is connected to the TV through DVI or VGA connector you can use the self-test feature to check whether your TV is functioning properly. If your TV and computer are properly connected but the TV screen remains dark, run the TV self-test by performing the following steps:

1. Turn off both your computer and the TV.
2. Unplug the video cable from the back of the computer.
3. Turn on the TV.

   If the TV cannot sense a video signal and is working correctly, the floating "**Dell - Self-Test Feature Check**" dialog box appears on the screen (against a black background).

   While in self-test mode, the power light remains blue and the self-test pattern scrolls through the screen continually. This box also appears during normal system operation if the video cable becomes disconnected or damaged.
4. Turn off your TV and reconnect the video cable; then turn on both your computer and the TV. If your TV screen remains blank, the problem may be with your computer or graphic card.

   See your computer documentation for more information.

Problems When Using the TV as a Monitor

NOTE: You can only connect your computer to the TV using a VGA connector.

Problem	Possible Solution
The picture is off-centered or too small	**1** Use **Auto Adjust** to check the **Image Settings**. Press **Menu** button to enter the TV Menu, select **Image Settings**, and then select **Auto Adjust**. **2** Check the optimal resolution settings. You may need to download a new video driver. For more information, go to **support.dell.com**. **NOTE:** Some older video cards may not support the resolution settings for the TV.

Problem	Possible Solution
No audio	**1** Ensure the green audio cable is connected to audio connector on the TV and on the computer. For the location of the connector on the TV, see "Using the VGA Connector" on page 17. See your computer documentation for the location of connectors on your computer. **2** Ensure the volume on the computer is not muted. **3** Verify that sound on your computer is working by checking the speakers. See your computer documentation for information on troubleshooting your computer. **4** Disconnect the TV from the computer and test to see if the TV volume works.
PIP/POP/PBP not working	**1** Ensure the settings in the TV Menu are properly set. Press **Menu** button to enter the TV Menu, and select **PIP/POP/PBP**. **2** Swap the video and audio source.
No video	**NOTE:** If you see a self-test, it means there is a problem with your video card or you are using the wrong input source. **1** Ensure the TV is turned on. **2** Verify that all the cables are properly connected to the TV, including the power cable. **3** Check to see if there is a blue or amber light on the lower, right-hand corner of the TV. A blue light indicates the TV is on. An amber light, means the TV is in power save mode. **4** Ensure **VGA** is selected in the **Input Select** menu. See "Input Select" on page 28 for more information. **5** Reconnect the computer. **6** Connect another device that you know is working properly. **7** Reset the original factory defaults. Press **Menu** button on the remote control, select **Setup**, and then select **Factory Reset**.

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Specifications for Your TV

General	
Model number	W3202MC LCD TV
	W3706MC LCD TV
Display type	TFT COLOR Normally Black Premium LCD
Screen size	32inch panel (W3202MC)
	37inch panel (W3706MC)
Viewable area	697.7 x 392.3 mm (W3202MC)
	819.6 x 460.8 mm (W3706MC)
Image aspect ratio	Wide screen
	16:9 resolution
	16:9 aspect ratio
Brightness (typical)	450 nits (W3202MC)
	500 nits (W3706MC)
Contrast Ratio	1000:1 (typical)(W3202MC)
	800:1 (typical) (W3706MC)
Video Display Capabilities	480i
	480p
	576i
	576p
	720p
	1080i
Additional Features:	
Teletex capable	Yes
Parental control capable	Yes (Digital TV only)

Physical Dimension	
Display (with stand)	790 x 568 x 208.7mm (W3202MC) 910.3 x 637.5 x 252.75mm (W3706MC)
Display (no stand)	790 x 485.4 x 114.5mm(W3202MC) 910.3 x 552.5 x 114.5mm (W3706MC)
With Speakers	933.8 x 568 x 208.7mm (W3202MC) 1074.3 x 637.5 x 252.75mm (W3706MC)
Weight (with stand)	21kg (W3202MC) 28kg (W3706MC)
Native Resolution	1366x 768 (WXGA)

Picture-In-Picture	
Picture-In-Picture (PIP)	Yes
Picture-Outside-Picture (POP)	Yes
Picture-By-Picture (PBP)	Yes
Number of Tuners	2 (Digital and Analog)

Viewing Angle	
Horizontal	+/- 85 degrees (W3202MC) +/- 89 degrees (W3706MC)
Vertical	+/- 85 degrees (W3202MC) +/- 89 degrees (W3706MC)

Inputs	
Video	
Composite (CVBS)	two in total (side and bottom)
S-Video	two in total (side and bottom)
Component	one (bottom)
TV IN (coaxial)	one (bottom)
Audio (L+R)	four pairs in total (side and bottom) Audio L/R pair on the side is shared by Composite and S-Video.
HDMI(for use with a video device)	one (bottom)

Inputs	
DVI (for use with a video device)	one (bottom)
SCART	two (bottom)
Computer	
VGA (for use as computer monitor)	one (bottom)
DVI (for use as computer monitor)	one (bottom)
Audio (PC)	one (bottom)
Others	
RS232	one (bottom)

Outputs	
Coaxial digital audio out	one (bottom)
Subwoofer audio out	one (bottom)
Audio out (L+R)	one pair (bottom)
SCART	two (bottom)

Audio	
Effects	SRS TruSurround XT
	Midnight Mode
Speakers (separate)	15 watts/channel
	30 watts total

Contacting Dell

To contact Dell electronically, you can access the following websites:

- **www.dell.com**
- **support.dell.com** (technical support)
- **premiersupport.dell.com** (technical support for educational, government, healthcare, and medium/large business customers, including Premier, Platinum, and Gold customers)

For specific web addresses for your country, find the appropriate country section in the table below.

NOTE: Toll-free numbers are for use within the country for which they are listed.

NOTE: In certain countries, technical support specific to Dell Inspiron™ XPS computers is available at a separate telephone number listed for participating countries. If you do not see a telephone number listed that is specific for Inspiron XPS computers, you may contact Dell through the technical support number listed and your call will be routed appropriately.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Anguilla	General Support	toll-free: 800-335-0031
Antigua and Barbuda	General Support	1-800-805-5924
Argentina (Buenos Aires)	Website: **www.dell.com.ar**	
International Access Code: **00**	E-mail: us_latin_services@dell.com	
Country Code: **54**	E-mail for desktop and portable computers:	
City Code: **11**	la-techsupport@dell.com	
	E-mail for servers and EMC® storage products: la_enterprise@dell.com	
	Customer Care	toll-free: 0-800-444-0730
	Tech Support	toll-free: 0-800-444-0733
	Tech Support Services	toll-free: 0-800-444-0724
	Sales	0-810-444-3355
Aruba	General Support	toll-free: 800-1578

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Australia (Sydney)	E-mail (Australia): au_tech_support@dell.com	
International Access Code: 0011	E-mail (New Zealand): nz_tech_support@dell.com	
Country Code: 61	Home and Small Business	1-300-655-533
City Code: 2	Government and Business	toll-free: 1-800-633-559
	Preferred Accounts Division (PAD)	toll-free: 1-800-060-889
	Customer Care	toll-free: 1-800-819-339
	Technical Support (portables and desktops)	toll-free: 1-300-655-533
	Technical Support (servers and workstations)	toll-free: 1-800-733-314
	Corporate Sales	toll-free: 1-800-808-385
	Transaction Sales	toll-free: 1-800-808-312
	Fax	toll-free: 1-800-818-341
Austria (Vienna)	Website: **support.euro.dell.com**	
International Access Code: 900	E-mail: tech_support_central_europe@dell.com	
Country Code: 43		
City Code: 1	Home/Small Business Sales	0820 240 530 00
	Home/Small Business Fax	0820 240 530 49
	Home/Small Business Customer Care	0820 240 530 14
	Preferred Accounts/Corporate Customer Care	0820 240 530 16
	Home/Small Business Technical Support	0820 240 530 14
	Preferred Accounts/Corporate Technical Support	0660 8779
	Switchboard	0820 240 530 00
Bahamas	General Support	toll-free: 1-866-278-6818
Barbados	General Support	1-800-534-3066

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Belgium (Brussels)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail for French-speaking Customers: **support.euro.dell.com/be/fr/emaildell/**	
Country Code: **32**		
City Code: **2**	Technical Support for Inspiron XPS computers only	02 481 92 96
	Technical Support for all other Dell computers	02 481 92 88
	Technical Support Fax	02 481 92 95
	Customer Care	02 713 15 .65
	Corporate Sales	02 481 91 00
	Fax	02 481 92 99
	Switchboard	02 481 91 00
Bermuda	General Support	1-800-342-0671
Bolivia	General Support	toll-free: 800-10-0238
Brazil	Website: **www.dell.com/br**	
International Access Code: **00**	Customer Support, Technical Support	0800 90 3355
Country Code: **55**	Technical Support Fax	51 481 5470
City Code: **51**	Customer Care Fax	51 481 5480
	Sales	0800 90 3390
British Virgin Islands	General Support	toll-free: 1-866-278-6820
Brunei	Customer Technical Support (Penang, Malaysia)	604 633 4966
Country Code: **673**		
	Customer Service (Penang, Malaysia)	604 633 4949
	Transaction Sales (Penang, Malaysia)	604 633 4955

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Canada (North York, Ontario)	Online Order Status: **www.dell.ca/ostatus**	
International Access Code: **011**	AutoTech (automated technical support)	toll-free: 1-800-247-9362
	Customer Care (Home Sales/Small Business)	toll-free: 1-800-847-4096
	Customer Care (med./large business, government)	toll-free: 1-800-326-9463
	Technical Support (Home Sales/Small Business)	toll-free: 1-800-847-4096
	Technical Support (med./large bus., government)	toll-free: 1-800-387-5757
	Technical Support (printers, projectors, televisions, handhelds, digital jukebox, and wireless)	1-877-335-5767
	Sales (Home Sales/Small Business)	toll-free: 1-800-387-5752
	Sales (med./large bus., government)	toll-free: 1-800-387-5755
	Spare Parts Sales & Extended Service Sales	1 866 440 3355
Cayman Islands	General Support	1-800-805-7541
Chile (Santiago) Country Code: **56** City Code: **2**	Sales, Customer Support, and Technical Support	toll-free: 1230-020-4823

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
China (Xiamen) Country Code: **86** City Code: **592**	Technical Support website: **support.dell.com.cn**	
	Technical Support E-mail: cn_support@dell.com	
	Customer Care E-mail: customer_cn@dell.com	
	Technical Support Fax	592 818 1350
	Technical Support (Dell™ Dimension™ and Inspiron)	toll-free: 800 858 2969
	Technical Support (OptiPlex™, Latitude™, and Dell Precision™)	toll-free: 800 858 0950
	Technical Support (servers and storage)	toll-free: 800 858 0960
	Technical Support (projectors, PDAs, switches, routers, and so on)	toll-free: 800 858 2920
	Technical Support (printers)	toll-free: 800 858 2311
	Customer Care	toll-free: 800 858 2060
	Customer Care Fax	592 818 1308
	Home and Small Business	toll-free: 800 858 2222
	Preferred Accounts Division	toll-free: 800 858 2557
	Large Corporate Accounts GCP	toll-free: 800 858 2055
	Large Corporate Accounts Key Accounts	toll-free: 800 858 2628
	Large Corporate Accounts North	toll-free: 800 858 2999
	Large Corporate Accounts North Government and Education	toll-free: 800 858 2955
	Large Corporate Accounts East	toll-free: 800 858 2020
	Large Corporate Accounts East Government and Education	toll-free: 800 858 2669
	Large Corporate Accounts Queue Team	toll-free: 800 858 2572
	Large Corporate Accounts South	toll-free: 800 858 2355
	Large Corporate Accounts West	toll-free: 800 858 2811
	Large Corporate Accounts Spare Parts	toll-free: 800 858 2621
Colombia	General Support	980-9-15-3978
Costa Rica	General Support	0800-012-0435

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Czech Republic (Prague)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: czech_dell@dell.com	
Country Code: **420**	Technical Support	22537 2727
	Customer Care	22537 2707
	Fax	22537 2714
	Tech Fax	22537 2728
	Switchboard	22537 2711
Denmark (Copenhagen)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/dk/da/emaildell/**	
Country Code: **45**	Technical Support for Inspiron XPS computers only	7010 0074
	Technical Support for all other Dell computers	7023 0182
	Customer Care (Relational)	7023 0184
	Home/Small Business Customer Care	3287 5505
	Switchboard (Relational)	3287 1200
	Switchboard Fax (Relational)	3287 1201
	Switchboard (Home/Small Business)	3287 5000
	Switchboard Fax (Home/Small Business)	3287 5001
Dominica	General Support	toll-free: 1-866-278-6821
Dominican Republic	General Support	1-800-148-0530
Ecuador	General Support	toll-free: 999-119
El Salvador	General Support	01-899-753-0777
Finland (Helsinki)	Website: **support.euro.dell.com**	
International Access Code: **990**	E-mail: **support.euro.dell.com/fi/fi/emaildell/**	
Country Code: **358**	Technical Support	09 253 313 60
City Code: **9**	Customer Care	09 253 313 38
	Fax	09 253 313 99
	Switchboard	09 253 313 00

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
France (Paris) (Montpellier)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/fr/fr/emaildell/**	
Country Code: **33**	**Home and Small Business**	
City Codes: **(1) (4)**	Technical Support for Inspiron XPS computers only	0825 387 129
	Technical Support for all other Dell computers	0825 387 270
	Customer Care	0825 823 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	Corporate	
	Technical Support	0825 004 719
	Customer Care	0825 338 339
	Switchboard	01 55 94 71 00
	Sales	01 55 94 71 00
	Fax	01 55 94 71 01
Germany (Langen)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: tech_support_central_europe@dell.com	
Country Code: **49**		
City Code: **6103**	Technical Support for Inspiron XPS computers only	06103 766-7222
	Technical Support for all other Dell computers	06103 766-7200
	Home/Small Business Customer Care	0180-5-224400
	Global Segment Customer Care	06103 766-9570
	Preferred Accounts Customer Care	06103 766-9420
	Large Accounts Customer Care	06103 766-9560
	Public Accounts Customer Care	06103 766-9555
	Switchboard	06103 766-7000

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Greece	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/gr/en/emaildell/**	
Country Code: **30**	Technical Support	00800-44 14 95 18
	Gold Service Technical Support	00800-44 14 00 83
	Switchboard	2108129810
	Gold Service Switchboard	2108129811
	Sales	2108129800
	Fax	2108129812
Grenada	General Support	toll-free: 1-866-540-3355
Guatemala	General Support	1-800-999-0136
Guyana	General Support	toll-free: 1-877-270-4609
Hong Kong	Website: **support.ap.dell.com**	
International Access Code: **001**	Technical Support E-mail: apsupport@dell.com	
Country Code: **852**	Technical Support (Dimension and Inspiron)	2969 3188
	Technical Support (OptiPlex, Latitude, and Dell Precision)	2969 3191
	Technical Support (PowerApp™, PowerEdge™, PowerConnect™, and PowerVault™)	2969 3196
	Customer Care	3416 0910
	Large Corporate Accounts	3416 0907
	Global Customer Programs	3416 0908
	Medium Business Division	3416 0912
	Home and Small Business Division	2969 3105
India	Technical Support	1600 33 8045
	Sales (Large Corporate Accounts)	1600 33 8044
	Sales (Home and Small Business)	1600 33 8046

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Ireland (Cherrywood)	Website: **support.euro.dell.com**	
International Access Code: **16**	E-mail: dell_direct_support@dell.com	
Country Code: **353**	Technical Support for Inspiron XPS computers only	1850 200 722
City Code: **1**	Technical Support for all other Dell computers	1850 543 543
	U.K. Technical Support (dial within U.K. only)	0870 908 0800
	Home User Customer Care	01 204 4014
	Small Business Customer Care	01 204 4014
	U.K. Customer Care (dial within U.K. only)	0870 906 0010
	Corporate Customer Care	1850 200 982
	Corporate Customer Care (dial within U.K. only)	0870 907 4499
	Ireland Sales	01 204 4444
	U.K. Sales (dial within U.K. only)	0870 907 4000
	Fax/Sales Fax	01 204 0103
	Switchboard	01 204 4444
Italy (Milan)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/it/it/emaildell/**	
Country Code: **39**	**Home and Small Business**	
City Code: **02**	Technical Support	02 577 826 90
	Customer Care	02 696 821 14
	Fax	02 696 821 13
	Switchboard	02 696 821 12
	Corporate	
	Technical Support	02 577 826 90
	Customer Care	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821
Jamaica	General Support (dial from within Jamaica only)	1-800-682-3639

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Japan (Kawasaki)	Website: **support.jp.dell.com**	
International Access Code: **001**	Technical Support (servers)	toll-free: 0120-198-498
Country Code: **81**	Technical Support outside of Japan (servers)	81-44-556-4162
City Code: **44**	Technical Support (Dimension and Inspiron)	toll-free: 0120-198-226
	Technical Support outside of Japan (Dimension and Inspiron)	81-44-520-1435
	Technical Support (Dell Precision, OptiPlex, and Latitude)	toll-free:0120-198-433
	Technical Support outside of Japan (Dell Precision, OptiPlex, and Latitude)	81-44-556-3894
	Technical Support (PDAs, projectors, printers, routers)	toll-free: 0120-981-690
	Technical Support outside of Japan (PDAs, projectors, printers, routers)	81-44-556-3468
	Faxbox Service	044-556-3490
	24-Hour Automated Order Service	044-556-3801
	Customer Care	044-556-4240
	Business Sales Division (up to 400 employees)	044-556-1465
	Preferred Accounts Division Sales (over 400 employees)	044-556-3433
	Large Corporate Accounts Sales (over 3500 employees)	044-556-3430
	Public Sales (government agencies, educational institutions, and medical institutions)	044-556-1469
	Global Segment Japan	044-556-3469
	Individual User	044-556-1760
	Switchboard	044-556-4300
Korea (Seoul)	Technical Support	toll-free: 080-200-3800
International Access Code: **001**	Sales	toll-free: 080-200-3600
Country Code: **82**	Customer Service (Penang, Malaysia)	604 633 4949
City Code: **2**	Fax	2194-6202
	Switchboard	2194-6000
	Technical Support (Electronics and Accessories)	toll-free: 080-200-3801

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Latin America	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600 or 512 728-3772
Luxembourg	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: tech_be@dell.com	
Country Code: **352**	Technical Support (Brussels, Belgium)	3420808075
	Home/Small Business Sales (Brussels, Belgium)	toll-free: 080016884
	Corporate Sales (Brussels, Belgium)	02 481 91 00
	Customer Care (Brussels, Belgium)	02 481 91 19
	Fax (Brussels, Belgium)	02 481 92 99
	Switchboard (Brussels, Belgium)	02 481 91 00
Macao	Technical Support	toll-free: 0800 105
Country Code: **853**	Customer Service (Xiamen, China)	34 160 910
	Transaction Sales (Xiamen, China)	29 693 115
Malaysia (Penang)	Website: **support.ap.dell.com**	
International Access Code: **00**	Technical Support (Dell Precision, OptiPlex, and Latitude)	toll-free: 1 800 88 0193
Country Code: **60**		
City Code: **4**	Technical Support (Dimension, Inspiron, and Electronics and Accessories)	toll-free: 1 800 88 1306
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 88 1386
	Customer Service (Penang, Malaysia)	04 633 4949
	Transaction Sales	toll-free: 1 800 888 202
	Corporate Sales	toll-free: 1 800 888 213

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Mexico	Customer Technical Support	001-877-384-8979
International Access Code: **00**		or 001-877-269-3383
Country Code: **52**	Sales	50-81-8800
		or 01-800-888-3355
	Customer Service	001-877-384-8979
		or 001-877-269-3383
	Main	50-81-8800
		or 01-800-888-3355
Montserrat	General Support	toll-free: 1-866-278-6822
Netherlands Antilles	General Support	001-800-882-1519
Netherlands (Amsterdam)	Website: **support.euro.dell.com**	
International Access Code: **00**	Technical Support for Inspiron XPS computers only	020 674 45 94
Country Code: **31**	Technical Support for all other Dell computers	020 674 45 00
City Code: **20**	Technical Support Fax	020 674 47 66
	Home/Small Business Customer Care	020 674 42 00
	Relational Customer Care	020 674 4325
	Home/Small Business Sales	020 674 55 00
	Relational Sales	020 674 50 00
	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
New Zealand International Access Code: **00** Country Code: **64**	E-mail (New Zealand): nz_tech_support@dell.com	
	E-mail (Australia): au_tech_support@dell.com	
	Technical Support (for desktop and portable computers)	toll-free: 0800 446 255
	Technical Support (for servers and workstations)	toll-free: 0800 443 563
	Home and Small Business	0800 446 255
	Government and Business	0800 444 617
	Sales	0800 441 567
	Fax	0800 441 566
Nicaragua	General Support	001-800-220-1006
Norway (Lysaker) International Access Code: **00** Country Code: **47**	Website: **support.euro.dell.com**	
	E-mail: **support.euro.dell.com/no/no/emaildell/**	
	Technical Support	671 16882
	Relational Customer Care	671 17575
	Home/Small Business Customer Care	23162298
	Switchboard	671 16800
	Fax Switchboard	671 16865
Panama	General Support	001-800-507-0962
Peru	General Support	0800-50-669
Poland (Warsaw) International Access Code: **011** Country Code: **48** City Code: **22**	Website: **support.euro.dell.com**	
	E-mail: pl_support_tech@dell.com	
	Customer Service Phone	57 95 700
	Customer Care	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Portugal	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/pt/en/emaildell/**	
Country Code: **351**	Technical Support	707200149
	Customer Care	800 300 413
	Sales	800 300 410 or 800 300 411 or 800 300 412 or 21 422 07 10
	Fax	21 424 01 12
Puerto Rico	General Support	1-800-805-7545
St. Kitts and Nevis	General Support	toll-free: 1-877-441-4731
St. Lucia	General Support	1-800-882-1521
St. Vincent and the Grenadines	General Support	toll-free: 1-877-270-4609
Singapore (Singapore)	Website: **support.ap.dell.com**	
International Access Code: **005**	Technical Support (Dimension, Inspiron, and Electronics and Accessories)	toll-free: 1800 394 7430
Country Code: **65**	Technical Support (OptiPlex, Latitude, and Dell Precision)	toll-free: 1800 394 7488
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 394 7478
	Customer Service (Penang, Malaysia)	604 633 4949
	Transaction Sales	toll-free: 1 800 394 7412
	Corporate Sales	toll-free: 1 800 394 7419
Slovakia (Prague)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: czech_dell@dell.com	
Country Code: **421**	Technical Support	02 5441 5727
	Customer Care	420 22537 2707
	Fax	02 5441 8328
	Tech Fax	02 5441 8328
	Switchboard (Sales)	02 5441 7585

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
South Africa (Johannesburg)	Website: **support.euro.dell.com**	
International Access Code:	E-mail: dell_za_support@dell.com	
09/091	Gold Queue	011 709 7713
Country Code: **27**	Technical Support	011 709 7710
City Code: **11**	Customer Care	011 709 7707
	Sales	011 709 7700
	Fax	011 706 0495
	Switchboard	011 709 7700
Southeast Asian and Pacific Countries	Customer Technical Support, Customer Service, and Sales (Penang, Malaysia)	604 633 4810
Spain (Madrid)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/es/es/emaildell/**	
Country Code: **34**	**Home and Small Business**	
City Code: **91**	Technical Support	902 100 130
	Customer Care	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	Corporate	
	Technical Support	902 100 130
	Customer Care	902 115 236
	Switchboard	91 722 92 00
	Fax	91 722 95 83
Sweden (Upplands Vasby)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/se/sv/emaildell/**	
Country Code: **46**	Technical Support	08 590 05 199
City Code: 8	Relational Customer Care	08 590 05 642
	Home/Small Business Customer Care	08 587 70 527
	Employee Purchase Program (EPP) Support	20 140 14 44
	Technical Support Fax	08 590 05 594
	Sales	08 590 05 185

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Switzerland (Geneva)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: Tech_support_central_Europe@dell.com	
Country Code: **41**		
City Code: **22**	E-mail for French-speaking HSB and Corporate Customers: **support.euro.dell.com/ch/fr/emaildell/**	
	Technical Support (Home and Small Business)	0844 811 411
	Technical Support (Corporate)	0844 822 844
	Customer Care (Home and Small Business)	0848 802 202
	Customer Care (Corporate)	0848 821 721
	Fax	022 799 01 90
	Switchboard	022 799 01 01
Taiwan	Website: **support.ap.dell.com**	
International Access Code: **002**	E-mail: ap_support@dell.com	
Country Code: **886**	Technical Support (OptiPlex, Latitude, Inspiron, Dimension, and Electronics and Accessories)	toll-free: 00801 86 1011
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 00801 60 1256
	Transaction Sales	toll-free: 00801 65 1228
	Corporate Sales	toll-free: 00801 651 227
Thailand	Website: **support.ap.dell.com**	
International Access Code: **001**	Technical Support (OptiPlex, Latitude, and Dell Precision)	toll-free: 1800 0060 07
Country Code: **66**		
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 0600 09
	Customer Service (Penang, Malaysia)	604 633 4949
	Corporate Sales	toll-free: 1800 006 009
	Transaction Sales	toll-free: 1800 006 006
Trinidad/Tobago	General Support	1-800-805-8035
Turks and Caicos Islands	General Support	toll-free: 1-866-540-3355

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
U.K. (Bracknell)	Website: **support.euro.dell.com**	
International Access Code: **00**	Customer Care website: **support.euro.dell.com/uk/en/ECare/Form/Home.asp**	
Country Code: **44**		
City Code: **1344**		
	E-mail: dell_direct_support@dell.com	
	Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees])	0870 908 0500
	Technical Support (direct and general)	0870 908 0800
	Global Accounts Customer Care	01344 373 186
	Home and Small Business Customer Care	0870 906 0010
	Corporate Customer Care	01344 373 185
	Preferred Accounts (500–5000 employees) Customer Care	0870 906 0010
	Central Government Customer Care	01344 373 193
	Local Government & Education Customer Care	01344 373 199
	Health Customer Care	01344 373 194
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456
	Home and Small Business Fax	0870 907 4006
Uruguay	General Support	toll-free: 000-413-598-2521

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
U.S.A. (Austin, Texas)	Automated Order-Status Service	toll-free: 1-800-433-9014
International Access Code: **011**	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
Country Code: **1**	**Consumer** (Home and Home Office)	
	Technical Support	toll-free: 1-800-624-9896
	Customer Service	toll-free: 1-800-624-9897
	DellNet™ Service and Support	toll-free: 1-877-Dellnet (1-877-335-5638)
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Financial Services website: **www.dellfinancialservices.com**	
	Financial Services (lease/loans)	toll-free: 1-877-577-3355
	Financial Services (Dell Preferred Accounts [DPA])	toll-free: 1-800-283-2210
	Business	
	Customer Service and Technical Support	toll-free: 1-800-822-8965
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Printers and Projectors Technical Support	toll-free: 1-877-459-7298
	Public (government, education, and healthcare)	
	Customer Service and Technical Support	toll-free: 1-800-456-3355
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-234-1490
	Dell Sales	toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355
	Dell Outlet Store (Dell refurbished computers)	toll-free: 1-888-798-7561
	Software and Peripherals Sales	toll-free: 1-800-671-3355
	Spare Parts Sales	toll-free: 1-800-357-3355
	Extended Service and Warranty Sales	toll-free: 1-800-247-4618
	Fax	toll-free: 1-800-727-8320
	Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	toll-free: 1-877-DELLTTY (1-877-335-5889)
U.S. Virgin Islands	General Support	1-877-673-3355
Venezuela	General Support	8001-3605

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